Chair Bruce called the meeting to order at 8:05 a.m. and led the committee in the Pledge of Allegiance.

Present: Supervisors Genia Bruce (chair), Jim Behrend, Jeff Morris and Bill Mitchell and Citizen Jim Herzfeld.

Also Present: Information Systems Manager Michael Biagioli, Business Services Administrator Donn Hoffmann, Treasurer Pam Reeves, Infrastructure Administrator Al Mundt, Radio Services Administrator Chris Petterson, Collections and Business Services Manager Sean Sander, Emergency Preparedness Director Richard Tuma, Legislative Policy Advisor Mark Mader, Office Services Coordinator Windy Jicha.

Approve Minutes of June 9, 2006
MOTION: Mitchell moved, Morris second, to approve the Information Management Panel minutes of June 9, 2006. Motion carried 4-0.

Schedule Upcoming Meetings
- August 25
- September 29
- November 10
- December 8

Behrend may not be able to attend the August 25 meeting.

Future Agenda Items
- Update on meeting with Spillman in Salt Lake City
- Update on the Spillman Conversion

Update on the Tax Records System Replacement Project
Biagioli said we've assigned business analyst Marty Staszak, supervised by Donn Hoffman to the project. Hoffman has completed an assessment of the project and is putting together a project plan.

Sander said the project plan was updated to make sure both the vendor and the county had the available resources to get a quality product. Easy Access has demonstrated they can't work in the project lead capacity so Biagioli assigned Hoffmann's group to lead project management. Whitman Hart is stepping back. We've asked the vendor to come here to learn what we need from a design perspective and implement it. The vendor will be visiting and per their request the county agreed to pay their expenses (expenses will be reimbursed according to the county travel reimbursement policies). The contract with Easy Access says that if they don't produce, we get our money back. If this doesn't go well, we will cut ties. We're at the end of the line and cautiously optimistic. There aren't any other viable options.

Mitchell asked is the tax listing system running dual and working? Biagioli said it is working but there are issues. Mitchell asked why is staff spending staff time on this while it is being redesigned? The county spends a lot of money on packages and then invests time and resources to redesign them. The packages always have to be redesigned and nothing fits easily into our systems. Does Whitman Hart think this will work? Sander said yes.

Herzfeld arrived at 8:20 am.

Sander said the CEO of Whitman Hart has assured us this will work. Easy Access also wants this to work for future sales. The system is no longer a package because it has almost been completely rewritten.

Mitchell asked what other options are there? Do we need to start from the beginning if we replace this software? The board has been patient because it was known that Easy Access was just starting in Wisconsin and no there seemed to be no better solution. We need to get Easy Access to work or find another system. We are in the same place with this as we were a year ago.

Behrend asked how much have we paid Easy Access? Sander said over $300K. We're holding back 30-40% of the total payment and haven't paid any maintenance fees.

Behrend asked is it possible when we evaluate packages that some of the features we're looking for just can't be done? Biagioli said we hired Whitman Hart to help us find a realistic solution. Behrend said it seems like there are a lot of problems with IT in the county. We may need programmers. Biagioli said Easy Access told us their package would work but it turns out they underestimated the complexity of our needs. Sander said if the RFP evaluation committee had known that Easy Access wasn't capable of transferability, they might not have chosen it.

Behrend asked if Easy Access fails, would we use the old system? Biagioli said we would have to move to a different environment and figure out what to do. He won't get more staff and will not be able to custom develop packages.

Herzfeld asked could you change the business to meet the package? Sander said here is no package. We told users if we bought a custom package it might need 80 to 90% of needs. Herzfeld asked have you cut the requirements to the bare minimum taking out all bells and whistles? Sander said that will be discussed when Easy Access visits.

Hoffmann said it will be better if we can find ways to improve business operations. By consolidating the administrative aspects of the project and asking Easy Access staff and end users to obtain signature sign-offs will show accountability and willingness. We will implement changes aggressively. We recognize that the vendor did not provide key documentation to the county and we didn't do anything about it. By the end of August we will be in a better situation to handle this project.

Mitchell said we brought in Whitman Hart to find a package that meets our business needs. Obviously that wasn't the solution.

Update on Waukesha County Communication Center (WCCC) Issues
   a. **Spillman Systems**
   b. **Mobile Date Computing**
   c. **Planned meeting with VECC and Spillman Technologies**

Hoffmann said the upgrade to Spillman 4.5 was completed on July 12 for the Sheriff's Department and participating agencies. The WCCC wasn't included in the conversion because of a key problem with the GEO system. We had similar problems with this system during the upgrade last year. During this upgrade, calls were processed using the old system. At 6 pm Spillman enacted "priority zero" status for Waukesha County's conversion, meaning that all Spillman staff are dedicated to our conversion. After resolving several issues, the WCCC was moved to Spillman 4.5 at 4 p.m. on July 13th. As of yesterday, there are 19 open issues. We are following up with participating agencies regarding any issues they have. Many of the open issues relate back to the customer work Spillman did for Waukesha County. Spillman needs to do a better job thoroughly testing custom work. On July 12, staff spent 50 hours doing data entry to make sure the system worked. Combined, Waukesha County and Spillman spent 80 personnel hours on the technical part of the conversion.

Hoffman said some people will view the upgrade as ok while others don't see it that way depending on what issues affected them. We have a few key issues with police agencies and asked Spillman to prioritize them. He is not surprised with the outcome. Last year when we had a GEO issue, it took Spillman two weeks to provide Waukesha County with a patch. He knows we captured Spillman's attention because of the timeliness in which they provided fixes.

Mitchell asked are we still having problems with the CAD system? Hoffmann said when we meet with Spillman in August, we will stress that we can't wait until 2008 for Spillman to introduce a new CAD package. Mitchell asked are we checking into alternative CAD packages that will work with Spillman? Biagioli said we're waiting to see how the meeting with Spillman goes. We brought in a consultant to do a study of what packages are on the market and price ranges. The other packages are significantly more expensive than Spillman. The consultant said it would be easier to get Spillman to upgrade their system than to bring in a new system.

Tuma said the conversion left some in the community unhappy. We have 36 hours of data that will have to be entered manually. It took 50 hours to enter 8 hours of data. There's a lot of associated information that still needs to be entered into the system and then in the future there may be problems linking data. We were down 36 hours instead of the four hours Spillman promised. It's another black eye in the Spillman camp from the users. With the upgrade, 4.5 and 4.1 don't communicate. Hoffmann said he found out two days ago that Spillman didn't apply a patch for all customers that had been designed during our upgrade to 4.1. Tuma said we didn't get these problems when we tested the upgrade system but then we couldn't test the interfaces.

Mitchell asked were all participants aware the conversion was happening? Hoffmann said all agencies were invited to preview the upgrade four months before the event. Agencies were invited to test the upgrade but many agencies didn't take the opportunity. The conversion was communicated again and again.

Herzfeld asked are your customizations part of the main system or a hybrid? Biagioli said we will ask Spillman that.

Mobile Data Computing
Petterson said IP Mobile net hardware and software is installed and the piece has been implemented. Since the infrastructure went down a few months ago we haven't had any problems. Occasionally small issues need work such as blank screens and extra blank pages being printed. Changes were needed in the IP addressing with the Spillman mobile implementation/installation. Spillman mobile has been tested and seems to be working. The current problem that needs to be addressed is state queries. We will finish the radio services end of Spillman implementation in one to two weeks.

Petterson said the City of Waukesha had established WIFI hot spots and never notified us until they sent a complaint letter. IP mobile net uses an Ethernet system, which only allows one connection at a time so city squads were unable to use the WIFI hot spots and Spillman. We offered them a serial connection rather than an Ethernet. Tuma said he heard the hotspots weren't working before we did the update.

Supervisor Mitchell left at 8:55 a.m.

Planned meeting with VECC and Spillman Technologies
Biagioli said on August 7th we are meeting with VECC in Salt Lake City to develop a joint presentation plan to let Spillman know our expectations. Hoffmann said Waukesha County and VECC have offered to work with Spillman development staff to make sure our needs are built into the CAD module.

Morris asked does VECC have the same issues? Hoffmann said they gave us a list of 537 issues they have with CAD and Spillman. Some of the problems are identical to ours.

Tuma said VECC's address system is more odd than our grid address system. They have issues with Spillman picking the right address. Five counties in the U.S. use the grid address system. Tuma has seen counties change their address system to meet the dispatch software. Off-the-shelf mapping systems can't do grid mapping. Herzfeld said software vendors see Waukesha County as a minority and they produce software for the majority. Mundt said companies aren't going to spend a lot of money and time to deal with this issue because it's not their sweet spot.

Mader asked did the consltant find a CAD system that worked with the grid address system? Biagioli said the consultant didn't find anything that could handle our addresses except the system the Sheriff's Department used to use. It could cost between $850K to $2 million to purchase a new CAD system. Spillman cost $400K because it was part of a package deal. Hoffmann said using a new vendor doesn't guarantee we won't have the same problems.

Tuma said we need to identify whether or not vendors can meet our needs up front. If we replace our system, we've done a lot of work upfront. If the money were available to replace our system, it would still take more than one year to implement and cause a lot of upheaval.

Update on Wireless Waukesha County Initiative
Biagioli said the first Wireless Waukesha work group meeting was held on July 6 with representatives from five communities, WCEDC and several business leaders. The group decided to request that SEWRPC complete a study for Waukesha County similar to the one they competed for Ozaukee County at no cost. The City of Delafield has asked for updates on the process but doesn't want to be on the committee. Biagioli made a presentation to New Berlin. It will be important to watch how Racine County moves forward with their wireless plan.

Biagioli explained that it is important to have a strong business plan and evolve with new technology in order to sustain the initiative. He described a start up of a WIFI program in Minnesota, which offered free service for six months. Ninety percent of subscribers dropped their service when the "free" period ended and the program found they didn't have enough business to continue.

Behrend said he doesn't want IT to spend time on this new initiative until our other problems are fixed. Biagioli said he's the only one working on this.

Update on 2006 Capital initiatives and 2007 Plans
Biagioli presented the high points from 2006 capital initiatives and 2007 plans.

Justice System Redevelopment – The project is complete and no more capital funds will be spent on it. Some work is needed on the justice system warehouse.
Internet Infrastructure Project – The project is complete. The last step is to convert the web environment to web content management.
HIPAA security – The project is complete.
HHS Automation –Two interfaces are being worked on from People Link to Avatar and People Link to BAS. The projects are on target or ahead of schedule.
Mobile Data infrastructure and Tax Records- Updates above.
Fiber and Wireless for County Facilities – Mundt is looking into a loop from dispatch to the airport to here with combined technologies funded with grant dollars. The grant money would also provide funds for the studies for the Wireless Waukesha initiative.
Upgrade of Microsoft Office – This project has been in place for six years. A lot of time was spent looking for an alternative to Microsoft. None was found. All users will be upgraded to Microsoft Office 2003 in 2006 and 2007.

<u>CUBS Upgrade</u> – The recent upgrade didn't meet our needs so we will not being upgrading until more product development is available.

<u>Countywide Cashiering</u> – The final feasibility report for County-wide Cashiering is due mid-August while the customer relations management feasibility report will conclude in late August.

<u>Consolidation of Network Operating Systems</u> – Feasibility and return on investment reports will be delivered next Monday. We will only move forward if there's a clear return on investment.

<u>Replacement of In-house Tract Index System for ROD</u> – Purchase and implementation of this system is expected in 2008 and will be coupled with the co-wide cashiering system.

Information Technology's Strategic Planning Process

Biagioli said staff from IT will go to all departments to show staff to meet their business objectives. The first step of this process is a questionnaire directed toward business goals. The process will produce a three- to five-year strategic plan, which will be updated annually.

Mundt said all departments are facing budget pressures so we need to find different ways to do things. We have to find ways to do more with less.

MOTION: Behrend moved, Morris second, to adjourn the meeting at 9:51 a.m. Motion carried: 4-0.

Respectfully submitted,

Bill Mitchell, Secretary
Information Management Panel